

Library Pandemic Services Survey Oct 2020

Response to question "What is different for your library between now and before COVID?":

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Responses

Timestamp - COVID Reflection

9/28/2020 14:21 - Less hours open to the public, more remote reference assistance, more complaints from patrons, more time spent cleaning and maintaining library space and materials.

9/24/2020 14:18 - We see less patrons, especially during the summer when we normally have a lot of tourists in the building. We're still in the process of transitioning to virtual programs but they're coming soon.

9/24/2020 11:40 - We are closed

9/24/2020 12:33 - We have removed all cloth-covered furniture No in-person activities for children or adults A lot more cleaning and sanitizing Isolating used materials Removal of all toys from children's section Removal of almost all tables and chairs.

10/6/2020 7:53 - The building is closed.

9/25/2020 13:12 - The amount of people coming to the library and the amount of books being checked out. Less people are requesting services.

10/1/2020 13:37 - We are not open to the public but have had the opportunity to bar code all of our collection (with the exception of some classic Alaskan). We are issuing new library cards (bar coded) and providing curbside service one day a week. On another day of the week, a volunteer collects all materials returned to the drop box, "returns" them in the computer and isolates them for 7 days. We have also had time to weed our collection and continue to add new titles, both books and movies, to our collection.

9/25/2020 15:29 - We miss the connection we had with the public and I know they are missing coming in and browsing out stacks. Some had learned to use our on line catalog well, but others don't even want to try. Otherwise, we are still able to offer most, if not all the services we did before. It is just a little harder and takes a little more time.

9/26/2020 7:48 - Half of the furniture has been removed and stored. Computer bank removed and computers now have individual desks, spread out throughout the library. Hand sanitizer stations throughout the library. Masks required. We have a "greeter" at the entrance of the building who asks questions, and directs people to their appointments (library, city hall, or museum). Patrons may call and make an appointment, or show up and the greeter will call us to see if space is available. We plan to expand hours and services in October. Story time, book club, poetry, are currently done virtually. We hope to start some in-house art classes in October. Students will sign up for x amount of weeks. Space will be limited to allow social distancing. We also had to rearrange staff work areas/schedules to allow social distancing.

9/25/2020 15:38 - Building access is by appointment only and we have no in-person programming.

9/25/2020 15:29 - The atmosphere, fewer patrons, fewer circulations, no toys, no soft furniture, masks, barriers at the circ. desk, collection bins for handled but not checked out items, few travelers visiting, more internet and computer use, more requests for Overdrive credentials, time and capacity limits, lots of sanitizer use, patrons cannot use the printer and copier themselves, LOTS of donations because people are cleaning out their houses while at home, and more...

10/6/2020 10:55 - We are not being offered an in-person or online book fair which is our biggest fundraiser. When in a yellow risk level the library is being used as a classroom so students can social distance more. Then there are no library services being offered.

9/24/2020 17:50 - We are open for reduced hours and patron capacity. We offer ramp-side pick-up and return service. We have not offered in-person activities except for one socially distanced setting free of butterflies. Other organizations are not using our library for meetings or events. All library meetings and programs or other organization meetings are done via Zoom. Patrons can now search our catalog online and make requests through our online catalog. We are pursuing the installment of a thru-wall book-drop chute so that patrons can return items after hours.

10/8/2020 18:56 - We are limiting the amount of patrons in the building and no public computers.

9/24/2020 11:55 - We are currently closed to the *general* public, although we're open to the "public" of our primary constituency of UA users. Because of this and because so many fewer people are on campus, foot-traffic and use of physical resources has decreased enormously. We have had more lending requests every month since March than in the same month a year ago. Most staff meetings are online, and only small meetings are held face to face. Staff have been moved to individual offices where possible, and they stagger shifts where a space has to be shared. Most now work largely or wholly from home. In-person reference service has been replaced with virtual reference. Private meeting rooms may currently not be used by groups unless they are members of the same household. Our open hours are reduced.

9/25/2020 16:07 - Reduced hours, door count, no in-person programming, no in person all staff meetings.

9/24/2020 16:32 - We currently do not allow members of the public into the building (though we are working toward appointments). We have lost the majority of our volunteer base, and have been utilizing the support of a paid intern throughout this time. We are spending a lot more time processing items as they come in, and hand-picking items for patrons. Our ILLs have increased. We have no in-person programs, but have developed new opportunities like Grab & Go kits and an online photo contest. Our schedule has changed, and we are no longer offering after-hours use.

9/24/2020 11:18 - We have no evening hours due to lack of volunteers (they are not comfortable being in a public space). We clean obsessively. Masks and plexiglass barriers in all public-facing spaces. Policing mask usage and distancing. One-Way aisles. All programming happens outdoors or online. Foot traffic is very low, page views and electronic interactions are significantly increased. We are running out of DVD locks, our collection is on the shelf more.

9/25/2020 17:50 - Curbside pickup, outdoor wifi, massive changes in workflow, greatly reduced patron counts, more ebooks, fewer public programs, vastly more stress.

9/24/2020 11:25 - We have less open hours and we have had all of our programs including our summer reading program on line. We require mask to be worn in the building and children under the age of 12 must be accompanied by an adult. We also have limited the time a patron can be in the library to 30 minutes. On a side note we certainly miss having the kids in here as much as we use to in the past.

9/24/2020 16:54 - Our library is void of in-person students and faculty, no spur of the moments office visits by students and faculty, no reference materials physically located in library, library staff works both in office and at home, students not using library computers or desks for study.

10/5/2020 16:53 - We open an hour later. No in-person programs, no public use of meeting spaces, limited capacity,

9/24/2020 11:06 - The largest differences are no in-person programs and restricting patron activities inside the building: 1 hour visit, removed and spaced out furniture, no meeting rooms, etc.

9/29/2020 6:14 - While we are offering full services to University of Alaska students, the public is not allowed on campus or in the library building.

9/24/2020 10:57 - Our hours are shorter--we close at 6pm instead of 8pm Monday-Wednesday, and we're closed Sunday. This is due to increased staff requirements to clean surfaces. We are not doing in-person programs, and our storytime and play areas are blocked off. Our meeting and study rooms are not available to the public; we're using some rooms for staff in order to maintain appropriate social distancing of work areas, and other room are being used for storing furniture. Our large tables are in storage, and many of our chairs, since we're discouraging group meetings.

9/28/2020 13:16 - less people checking out items.

10/6/2020 8:43 - No more than eight people are allowed in the building at a time; we open at 11am; we are open for four 90-minutes periods - per day, M-F; 3x Saturday; we close for 30 minutes between openings for disinfecting purposes; we quarantine materials, there are no upholstered furnishings, hard seating only; no study rooms or multipurpose room availability. Meetings are held via Zoom or Hangouts, masks are worn at all times, except at one's own desk in their office (only two people have this freedom).

9/25/2020 15:31 - When open: Not allowing patrons to hang out, gather, use meeting rooms, toys, board books, in person story times. With curbside only: we do what ever we can do to accommodate patron requests for help.

9/24/2020 11:50 - This is a big question! The biggest thing is loss of the library as a community living room with programs and places for the community to congregate. We really miss that part.

10/6/2020 18:01 - No students are allowed in the library and I'm not teaching live classes.

10/9/2020 21:32 - The pandemic has been a good time to examine what we do, our intent and our mission and to make modifications accordingly. We also do a lot of training about how to deal with difficult situations and use positive messaging and focus on developing and maintaining relationships. We've focused on improving access: Increased patron holds for library material and enabled auto-

renewals (if no holds), override local item limits, allow custom due dates, discontinued all overdue fines permanently!), extended video loans from 5 days to 7 days, and implemented online registration and online pin reset. We began a new Educator Library Card program for those who teach or homeschool to support their need for additional access to information rather than using their personal library account. We're also more accommodating with Temporary Cards which can now place online holds for local items only. Our goal is to be as flexible, helpful and positive as possible to help our patrons and visitors be successful and to be a bright place in our community during a difficult and stressful time. Our virtual summer reading challenge was very successful with 11 weeks of reading logs, craft kits and activities, so we plan to implement a similar program next summer. We're continuing with biweekly craft kits, which the community really appreciates. Virtual story time programs continued through the summer in a shorter format, which seems to be preferred, so they will stay short through the winter. We're not sure how successful other virtual programming will be this winter, though. Hours will be modified until the end of October, but we will return to full hours in November with a permanent change to our library hours. We're moving from 6 days of service to 5 days to improve evening access and provide consistent hours for the community and more stability in our staff schedule. We will be open Tues-Sat, 11am-8pm (10am-8pm in summer) for 5 nights a week instead of 3 nights a week. This will mean giving up 156 hours of service a year for an additional 156 nights of service a year. We also have an additional part-time aide position to improve front desk service and support to other staff, and aide hours were increased from 20 hours per week to 25 hours per week. We continue precautions to slow the spread of the virus, but we're uncertain how long these practices will continue or if the public will continue to comply: 1 Hour Limit, Universal Face Coverings, Social Distancing, Hygienic Practices, No COVID-19 Symptoms, No Food or Drink, and Services available by walk-in, curbside delivery, or appointment. Free fabric and disposable face masks, hand sanitizer, hand washing supplies and disinfecting wipes are readily available and disinfecting supplies are available upon request. We recommend mitigation practices for our meeting spaces, but also leave time between reservations and warn people if a room will be occupied for an extended period of time if it has been recently vacated. Some practices, such as curbside delivery may become a part of our regular offerings.

9/25/2020 15:39 - We ask patrons to limit their stay to 1 hour. We have removed all furniture so we are a browsing library only. We have our meeting rooms closed but our letting the study room be used for education, zoom meetings and interviews.

10/6/2020 8:43 - The biggest differences are the adjusted hours and patrons spending limited time in the building (we have removed furniture and are asking everyone to limit their daily time to >1 hour.

10/7/2020 11:27 - We are not offering in-person programming. We also do not allow patrons to peruse the stacks, yet. Book trucks are on the way to enable this in the future. When they arrive, stacks will become one-way traffic with book trucks at the end of aisles for patrons to place any items they have touched. Staff will then sanitize these items. We are back up to a 6 days a week with limited capacity, however, we were open 7 days pre-COVID. Due to additional cleaning costs - in particular the daily janitorial service - we cannot afford to return to 7 days a week. We are also offering curbside service, which is completely new for us. Patron use of electronic services has increased, as has use of online holds/reserves. Our online catalog was not previously used much - and definitely not to place holds. We had been trying to promote these services with little success. COVID has been an unexpected bonus in making this happen.

9/26/2020 10:48 - We have plexiglass installed at one service desk station. The rest of the stations are curtained off. Staff used to share offices. For now staff are using our public meeting spaces as offices and to film virtual programs.

9/24/2020 11:18 - No visitors or library tours. It takes longer to do everything, given the cleaning time/quarantine time. I'm not hearing from as many teachers as usual, probably because they are completely overwhelmed.

9/24/2020 22:40 - No in-person events. Modified Curbside service (we have patron call from the parking lot and then staff outs requested items in bags and outs them outside where patrons pick them up. We do not deliver items directly to patrons' cars so technically it isn't curbside delivery. We have the main entrance locked, a doorbell, and a sign in sheet for tracking. One in-call staff is on a self-proclaimed leave until masks are required. One in-call staff who has a compromised partner comes in early and checks the totes in and does weeding and processing but leaves before the public comes in. We miss both of these people as regular staff. Our door count was down considerably during the summer but we are almost back to normal numbers now.

9/24/2020 16:22 - We share the building with [Another organization]. Restrooms and sinks are in their portion of the building. Normally we have access to restrooms during the summer months when they are open, but since they did not open this year and did not turn on the water, we have not had access to bathrooms. We are requiring everyone to wear masks, and restricting the number of people in the building at one time. Otherwise, not much is different.

10/3/2020 9:36 - Everything. Building is closed to public. No programming other than Zoom book club. Curbside delivery hoping to begin next week.

9/24/2020 11:03 - A lot! Patrons are encouraged to only send in one member per household; stacks are closed to browsing to minimize contact with materials. Patrons appreciate the care being taken so the library can be open in limited capacity to make checkouts possible! We're encouraging online browsing and borrowing more! We miss having programs and families with preschoolers in our library. Everything seems to take longer now, but we're still open safely. Our library is considering dividing the public and school libraries more given facility use issues in a pandemic.

10/6/2020 21:23 - In late August, our community is under a hunker down order. [Our] College (which [Our] Library falls under) has mandated that "essential" personnel work from home while all those who are "cleared" are to remain home but may be requested to work if supervisor needs them to. Library has placed plexiglass around our circulation and reference desk. When we were open (mid June to mid August), it was for limited hours and only 3 days a week. Computers were limited to 4 open terminals due to spacing and social distancing. No children, unless accompanied by an adult were allowed in. All patrons and staff were required to wear a mask and could not linger (all tables and chairs were removed). Both meeting rooms were closed unless approved by Library Director (allowed proctoring for exams). Book Club is now held via Zoom. Library Director delivered books via no-contact delivery service. Once our hunker down order is revoked, we will offer a book delivery service and curbside pick up until we can reopen with limited hours. It is unknown at this time when we will be fully open to the public.

10/5/2020 9:48 - We are closed to the general public and all [University] patrons must use their ID card to swipe into the building.

9/24/2020 13:27 - Limited hours and capacity in the building, no in-person programs, no services that would allow people to linger in the building (e.g. indoor wifi, reading chairs, study areas), most seating removed, masks required. computer use by appointment only and limited to one station.

9/24/2020 11:03 - Plexiglass at the front counter really changes the look and feel of the library. Most patrons don't linger. We don't have any toys, or anything else out for the kids to play with. Staff spends a lot of time cleaning, much more than they did before. We have removed a lot of furniture, but that change has been well received. We probably had too much furniture before. It has also been pretty quiet. We have been open for a little over a month, and it's picking up a bit. Not having in person programs makes the library feel very different.

9/24/2020 16:20 - Everyone is masked, Social distancing is followed as best as we can, the MPR room is not rented out, we do not have any in person programming, virtual storytimes are now being offered, a temporary card is available for new patrons to access digital materials, we have curbside service, most of our furniture is not out, only half of our public desktop computers are available, we have plexiglass barriers at our three public service points, we have hand sanitizer stations for the public, our programming ideas have shifted to activities that can be done outside the library, our Friends' book sales were held outside while the weather was permitting, the library MPR became a polling place because the need for space to social distance, time is spent shopping for cleaning supplies and masks, attendance is about two thirds, or so, of what it was pre-COVID, although the trend has been gradually upward, haven't been able to get holds from other libraries for the majority of the time.

9/28/2020 10:44 - Only holds and curbside pickups available to community members - not access to building unless current UA affiliated students, staff or faculty.

9/25/2020 15:16 - No in person programming, lots more cleaning and spatial awareness, majority of toys put away.